GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:7891
ANSWERED ON:17.05.2002
LIC CLAIMS
AMBATI BRAHMANAIAH

Will the Minister of FINANCE be pleased to state:

(a) whether LIC has issued a series of advertisements in National Dailies that it has settled 65,37,894 claims;

(b) if so, the period of time over which 65,37,894 claims were settled by LIC;

(c) the number of claims still pending for this corresponding period;

(d) the number of claims are currently pending in courts involving LIC;

(e) whether any mechanism would be resorted to by LIC to find solutions to large number of claims pending in courts; and

(f) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI GINGEE N. RAMACHANDRAN)

(a) & (b): The Life Insurance Corporation of India (LIC) has informed that they have advertised that they have settled 65,37,894 claims which were for the period from 1.4.2001 to 28.2.2002. For the full year i.e. 1.4.2001 to 31.3.2002 they have settled 86,20,081 claims.

(c): As on 31.3.2002 the number of claims pending for settlement were 59,133.

(d): As on 31.3.2002, a total of 4024 policies related cases (including claims) involving LIC were pending in various courts.

(e) & (f): LIC has informed that they have strengthened the claims settlement procedure by constituting Claims Review Committees at Zonal Offices which include a Retired High Court/Distt. Judge. In the Central Claims Review Committee also a Retired Chief Justice of High Court is included. In addition, Insurance Ombudsman offices have been established at 12 centres across the country. Policyholders can approach the Claims Review Committees or the office of Insurance Ombudsman for redressal of grievances relating to settlement of claims instead of directly approaching force.